

# Staff Report

**Agenda Item: 3c**

**Title: Establish a Grievance Committee**

☒ Action   ☐ Discussion   ☐ Informational

**Date:** August 23, 2016

**Prepared By:** Howard Blin, Community Engagement Manager

**Attachments:**

## Requested Action

Organize a Grievance Committee consisting of three to five members.

## Background

An appeal of a decision on a grievance has been received. The grievance was first made against the East Phillips Improvement Coalition. In accordance with the Community Participation Program (CPP) Guidelines, the action on the grievance taken by the neighborhood was appealed to the Director of the NCR Department. The decision of the NCR Director is now being appealed to the NCEC. In the event of such an appeal, the CPP guidelines call for the NCEC to convene a committee to review the grievance. The section of the guidelines relating to grievances is provided below.

To review such appeals in the past, the NCEC has followed these steps:

1. Establish a grievance committee consisting of three to five members.
2. Determine a date for committee meeting.
3. Notify all parties of the meeting and the deadline for submittal of written information.
4. Hold the meeting of grievance committee with parties to the grievance allowed to present information.
5. The Committee makes a decision which is reported to the full Commission at the next regular meeting.
6. Committee reports decision to full NCEC.

For reasonable accommodations or alternative formats please contact the Neighborhood and Community Relations Department at 612-673-3737. People who are deaf or hard of hearing can use a relay service to call 311 at 612-673-3000. TTY users call 612-673-2157 or 612-673-2626.

Para asistencia 612-673-2700 - Rau kev pab 612-673-2800 - Hadio aad Caawimaad u baahantahay 612-673-3500.

The findings of the Grievance Committee are presented to the Commission for adoption without further discussion. At that point the work of the Committee is completed.

#### *VII. Grievances Against Contracted Neighborhood Organizations*

*A grievance against a neighborhood organization may be filed with the City if the following conditions are met:*

- *The grievance is within the jurisdiction of the City's community participation contract with the neighborhood organization;*
- *The grievance is regarding the process used by the neighborhood organization (but not about decisions or outcomes), or the grievance is regarding the management or use of Community Participation Program funds in a manner that is inconsistent with the program's standards and expectations (see Section II.B Standards and Expectations above);*
- *The person filing the grievance is a member of, or eligible for membership in, the organization, or is otherwise directly affected by the actions of the organization;*
- *The person filing the grievance has formally brought the issue to the attention of the neighborhood organization in a timely manner and the grievance has been addressed through the neighborhood organization's grievance procedure, or if the neighborhood organization has failed to respond to the grievance in a timely manner as addressed in the neighborhood organization's bylaws (but not to exceed 120 days); and*
- *The person filing the grievance agrees to accept the decision of the NCEC as final.*

*A grievance must be submitted in writing to the NCR Department. Upon receipt of the grievance, NCR will undertake an investigation of the complaint and prepare a report of its findings for the NCR Director. The NCR Director will issue a formal response to the grievance within 45 days of its initial receipt. This response will include the findings of the investigation and a proposed resolution to the grievance.*

*If the person filing the grievance or the affected neighborhood organization is unsatisfied with the Director's findings or resolution, they may appeal the matter to the NCEC within thirty days of the official response. The NCEC will convene a grievance committee to review the grievance. The decision of this grievance committee will be final and will be reported to the full NCEC.*